

**18 September 2019**  
**Request Ref: FOI/P207/2019**

Ken Foxe,  
Right to Know

Dear Mr. Foxe,

I refer to your request of 3<sup>rd</sup> September 2019, made under the Freedom of Information Act 2014 for records held by this Department. In your request you sought:

- "1. The terms of reference for the "Interdepartmental SAFE Committee*
- 2. The current membership of that committee*
- 3. The agenda and minutes for the last 6 meetings of that committee."*

I, [REDACTED] as the Deciding Officer, made a final decision on your request on the 17/09/2019. I may be contacted on [REDACTED] if you have any queries in the matter.

#### **Schedule of Records**

The schedule attached to this letter shows the records that this department considers relevant to your request. I have decided to grant access to all of these records.

#### **Fee**

Section 27 of the Act requires the Department to charge fees for search, retrieval and copying of records. However no such fee is being applied in this case.

#### **Rights of Appeal**

Under the FOI Acts I am required to inform you that if you are not satisfied with this decision you may appeal in writing to the Freedom of Information Unit, Department of Public Expenditure and Reform, Upper Merrion Street, Dublin 2. You must make this appeal within four weeks from the date of this notification (the making of a late appeal may be allowed in appropriate circumstances). The appeal process known as internal review, will involve a complete reconsideration of the matter by a more senior member of the staff of this Department.

The decision on the internal review will be given within 3 weeks of receipt of your letter. Please note that there is a fee of €30 for making an appeal or €20 for medical card holders. The fee, which should accompany your appeal, can be paid by way of electronic fund transfer made payable to the Accountant, Department of Public Expenditure and Reform.

[REDACTED]

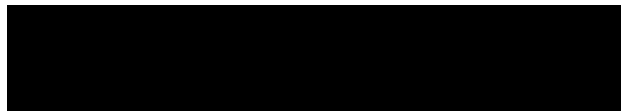
[REDACTED]

Deciding Officer  
Department of Public Expenditure and Reform

**Schedule of Records: Summary of Decision Making**

Record No	Date of Record	Brief description	No. of page	Decision: Grant/Part Grant/Refuse	Section of Act if Applicable	Record Edited/Identify Deletions
1	03/02/2017	IPGPSI Terms of Reference as agreed 3rd Feb 2017		Grant		
2	13/05/2019	Identity Access Management Group Membership		Grant		
3	16/09/2016	Agenda Meeting 1 -16th Sep 2016		Grant		
4	29/11/2016	Minutes meeting 2 20161129		Grant		
5	03/02/2017	Agenda meeting 3 -3rd Feb 2017		Grant		
6	03/02/2017	Minutes meeting 3 20170203		Grant		
7	11/05/2017	Agenda meeting 4 -11 Mar 2017		Grant		
8	11/05/2017	Minutes meeting 4 20170511		Grant		
9	19/10/2017	Agenda meeting 5		Grant		
10	19/10/2017	Minutes meeting 5 20171019		Grant		
11	19/12/2017	Agenda meeting 6		Grant		
12	19/12/2017	Minutes meeting 6 20171219		Grant		
13	23/04/2018	Agenda meeting 7		Grant		
14	23/04/2018	Minutes meeting 7 20180423		Grant		
15	03/10/2018	Agenda meeting 8		Grant		
16	03/10/2018	Minutes meeting 8 20181003		Grant		

Signed:



(Deciding Officer)

Date:

18 September 2019

## **Implementation and Policy Group for Public Service Identity (IPGPSI)**

### **Public Services Card (PSC)**

In 2005 the Government approved a standard for establishing and authenticating an individual's identity for the purposes of access to public services. This standard, known as SAFE, involves a robust face-to-face registration process, validation of documentary evidence, facial image capture and matching, and signature capture. A Public Services Card (PSC) is issued on foot of this registration process. This authenticated identity data can be made available to other public service providers thus negating the need for the repeated capture and validation of identity data in respect of the same individual. The Government also approved in 2005 the use of the PSC for all existing card-based schemes and new schemes over time or, if that wasn't possible, compulsory compliance with the SAFE standard in the development of such card-based schemes. It further asked each Department/Office/Agency operating or planning to operate card-based schemes to develop plans to use the PSC where possible or to ensure compliance with the SAFE standard where use of the PSC wasn't possible. The Government further decided in 2013 to reconstitute the Steering Committee over the SAFE Programme with a remit to ensure the use of the PSC for all appropriate Government services by 2016. A SAFE-based online Identity Authentication solution online to facilitate the provision of end-to-end and high-value transaction services digitally has been recently implemented.

### **Terms of Reference (as agreed by IPGPSI 3/2/2017)**

#### ***Introduction***

The **pathfinder** process presents an opportunity to re-position the SAFE programme towards a broader identification management system for the public service with the PSC, the IAM system and the Single Customer View system as key enablers to achieving that system. This would encompass all instances where people transact with the state/access services and where identification is required and provide a way to digitise those services that are currently not available online. The articulation of an ambitious vision and objectives for the programme would set out the benefits for Public Service Bodies and citizen-centred benefits. It is proposed to implement measures to encourage use of the PSC for identity management and to ensure the identity management programme encompassing the SAFE 2 programme, IAM System and Single Customer View is fully rolled out and is implemented in a sustainable way.

#### ***The tasks are:***

- CSMB agreement that it will be mandatory that all new processes will have to use SAFE 2 and the IAM (if being delivered digitally or online) and that there must be a plan with timelines for existing services/processes to move to use of SAFE 2 and the IAM (if being delivered digitally or online) over time

- identification and agreement of those immediate opportunities - starting with for example the Road Safety Authority - where public bodies can quickly require their customer base to be SAFE 2 registered, or can migrate their card programmes to the PSC, or can cease their card programmes in favour of the PSC
- mapping all possible personal identification processes in the public service and seeing how these should be considered in the context of migrating to the broad identification management system
- work with identified public bodies to encourage them to require their customers to register to SAFE level 2 and use of PSC
- develop and implement a communications programme to be approved by the CSMB around the new IAM system and the PSC to raise awareness of the standards, the benefits and uses and sell the need for it to public bodies and citizens.

### ***Pathfinder elements***

<b>Ownership</b>	D/Public Expenditure & Reform is in charge of identity management policy. The roll-out and adoption of the use of the SAFE registration standard for accessing public services is jointly led by OGCI and DSP. Both Departments co-chair the SAFE Steering Committee.
<b>Shared Objectives</b>	<p>Given the Government Decision in 2013 the original objective was around the use of the PSC as an identity card for accessing public services by 2016.</p> <p>Given the progress made and launch of the online IAM, the objective should now be refocused around use of SAFE 2 as supported by the PSC and the IAM to facilitate the provision of online services to citizens who once SAFE registered would no longer have to provide proof of identification to access further public services. Furthermore, where identity management includes a requirement to provide an address, the eircode should form an integral part of this process.</p> <p>As such, the shared objectives should reflect a re-orientation of the PSC/SAFE Programme around a broader identity management system to include the IAM system and Single Customer View. The benefits of the safe online registration and authentication and the resulting provision of online services for citizens who transact with the state should be clearly articulated for both the citizens and public bodies.</p>

	There needs to be a shared understanding of the vision for identity management and the path to implementation to enable migration for existing processes to the Card/SAFE infrastructure. This will enhance buy-in across the system.
<b>Assign delegated responsibility under Section 12 of the Public Service Management Act, 1997</b>	It is not proposed to apply Section 12 to this project as the benefits of same are unclear given the stage of implementation and the issues involved. The use of the PSC is predicated on need for it and the co-operation of relevant public bodies to use it.
<b>Accountability and Governance Framework</b>	<p>The current SAFE Steering Committee is comprised of officials generally at Principal level from all Departments. It is proposed:</p> <ul style="list-style-type: none"> <li>• To rebrand the Committee as an 'Implementation and Policy Group for Public Service Identity' focused on (1) delivering a broad identification system for the Public Service with the PSC/SAFE infrastructure, IAM system and Single Customer View as key enablers and (2) developing the policy aspects and standards to underpin such an approach including those in relation to policy/standards setting and maintenance.</li> <li>• That the Group will be co-chaired by the OGCIO and D/SP at ASec level and the two Departments will work together to leverage the system to facilitate delivery of the objectives.</li> <li>• To reconstitute the Group to ensure relevant bodies are represented</li> <li>• To establish a subcommittee of the Implementation Group on devising standards to govern online authentication and chaired by OGCIO.</li> <li>• That the Group would report to the CSMB on a quarterly basis against an agreed programme of work.</li> </ul>
<b>Secretariat</b>	A shared secretariat should be established and drawn from D/Social Protection, OGCIO and relevant public service bodies. Membership may overlap with that of the Implementation Group.
<b>Resourcing and Expertise</b>	D/Social Protection have secured resources to roll out the PSC/SAFE Programme in line with existing plans. As adoption progresses across public bodies, consideration will need to be given to resourcing in DSP to support the work programme.
<b>Funding</b>	It is not proposed to alter current funding arrangements in relation to the PSC/SAFE programme or in relation to

	Departments' current or contracted arrangements on associated matters.
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A schedule of public bodies and relevant processes should be collated by the OGCIO and DSP to reflect proposed timelines for migration by the public bodies to SAFE 2, the PSC and the IAM.

The timelines will need to be agreed with the relevant public bodies and subsequently approved by the CSMB.

<b>Department</b>	<b>Name</b>	<b>Position</b>
CSO	Andrew O'Sullivan	CIO
DAFM	Sean Keevey	Director ICT
DAFM	Eamonn Minogue	
DCCAE	Patricia Cronin	Asec
DCYA	Laura McGarrigle	DCYA (PO)
DEASP	Kathleen Stack	ASec
DEASP	Peter Scully	PO - CIS/DEASP
DEASP	Michelle O'Donnell	AP - CIS/DEASP
Defence	Des Dowling	Asec
DFA	Ann Derwin	A/Sec, Irish Abroad Divisio
DTTAS	Ray O'Leary	Assistant Secretary
DTTAS	Ger Maguire	Driver and Vehicle Computer Services
Education	Deirdre McDonnell	ASec
Health	Muiris O'Connor	Assistant Secretary
Housing	Fiona Quinn	Assistant Secretary
Justice	Doncha O'Sullivan	Asec
OGCIO	Barry Lowry	OGCIO
OGCIO	Owen Harrison	PO - OGCIO/DPER
Revenue	John Barron	
RSA	Declan Naughton	
Taoiseach	Mary Keenan	



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## **Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

3A Mayor Street Upper, Spencer Dock, Dublin 1

**Date:** Tuesday 10:30am to 1pm Nov 29<sup>th</sup> 2016.

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### **Agenda**

- 1) Review Terms of Reference
- 2) Demo SCV
- 3) Review updated report of opportunities for use of PSC infrastructure (as per latest survey updates)
- 4) Discuss PPSN review
- 5) Proposal for DOB on PSC card
- 6) MyGOVID
  - a. Review policy and operating decisions to date
  - b. Discuss integration options
  - c. Ongoing operation model and support
- 7) Communications programme (IAM system and the PSC to raise awareness of the standards, the benefits and uses)
- 9) PSI dataset. Discuss potential opportunity to elevate approx. 150,000 existing records captured via face to face process (including capturing digital photo) to SAFE2
- 10) AOB

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## **Meeting Minutes: Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

**Date:** 29<sup>th</sup> November 2016

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**Co-Chairs:** Barry Lowry (D/PER OGCI0); Tim Duggan (D/SP)

### **In Attendance:**

Owen Harrison, Fergus O’Cuanahain Secretariat (D/PER OGCI0); Richard Shine, Michelle O’Donnell (D/SP); Alec Dolan (D/Justice); Fergal Mythen (D/FA); Muiris O'Connor (D/Health); Fiona Quinn (D/Housing); Eamonn Minogue (D/AFM); Ray O’Leary, Ger Maguire (D/TTAS); Declan Naughton (Road Safety Authority); Patricia Cronin (D/CCA0).

### **Agenda**

- 1) Minutes of last meeting and matters arising
- 2) Review Terms of Reference
- 3) Demo SCV
- 4) Review updated report of opportunities for use of PSC infrastructure (as per latest survey updates)
- 5) Discuss PPSN review
- 6) Proposal for DOB on PSC card
- 7) MyGOV0D
- 8) Communications plan (IAM system and the PSC to raise awareness of the standards, the benefits and uses)
- 9) PSI dataset. Discuss potential opportunity to elevate approx. 150,000 existing records captured via face to face process (including capturing digital photo) to SAFE2
- 10) AOB

## 1. Minutes of last meeting and matters arising

The minutes of the September 16<sup>th</sup> 2016 were agreed and the following matters arising were discussed

- Presentation on how Revenue are implementing the PSC to access MyAccount service: Barry Lowry advised the group that this presentation will be deferred until our next meeting as unfortunately today's meeting has clashed with Revenue's annual divisional managers conference.

## 2. Review Terms of Reference

Barry Lowry outlined the importance of this groups work and that the Minister has emphasised the enormous benefits that the PSC infrastructure brings to the delivery of Public Services and to the citizens availing of those services. The Government decision S180/20/10/1789 of September 2013 and the CSMB decision of June 2016 have mandated that all new processes will have to use SAFE 2 and the IAM (if being delivered digitally or online) and that there must be a plan with timelines to transition existing services/processes. It is now the responsibility of this group to see that these decisions are implemented for each of the applicable services that our Departments are responsible for and to report on progress to the CSMB and on to Government.

**@Action A2-1 by December 9th; @All:** All members of the Group to review the outline Terms of Reference as circulated and to return any feedback to the Secretariat by Friday 9<sup>th</sup> December. The Terms of Reference will be discussed and finalised at the next meeting.

## 3. Demo Single Customer View (SCV)

OGCIO gave a presentation of the Single Customer View system (SCV). SCV that takes Public Service Identity (PSI) data from various public service identity repositories and links them together. SCV helps to overcome the challenges of customer data being distributed across the Public Sector with no definitive repository of Public Service customers by bringing the information together and making it available to Public Sector bodies (in adherence with Data Protection requirements) to support their citizen identity verification processes. See presentation attached to these minutes.

### **@Noted**

- The group discussed the benefits of the SCV system and noted the value it brings in providing a mechanism to verify the quality of customer data at the point of collection.
- Patricia Cronin outlined the importance of the use of eircodes within the public sector including identity management systems. OGCIO confirmed that support for eircodes will be implemented in SCV.

## 4. Review updated report of opportunities for use of PSC infrastructure (PSC Survey)

Barry Lowry thanked the members who completed and returned their observations from their Departments on the opportunities to use the PSC infrastructure in supporting/enabling the delivery of services. The group agreed that any outstanding returns should be completed and returned by Friday

December 9<sup>th</sup>. Once the opportunities report is finalised DSP and OGCI0 will contact each Department of the priority services identified to arrange initial planning meetings to progress the transition projects.

**@Action A2-2; @All by December 9th** The group agreed that any outstanding returns should be completed and returned **by Friday December 9<sup>th</sup>**. The return should advise of:

- Advise of any omissions or corrections in the survey.
- Detail any challenges to using the PSC infrastructure.
- Propose an indicative transition date to using the PSC infrastructure for each service identified. D/SP and D/PER are available to support this process if any Department would like to meet to discuss the transition planning and any dependencies ahead of proposing indicative dates.
- Identify their highest priority initiative that could be focussed on.

## 5. PPSN review

Tim Duggan briefed the group on the PPSN review. The Government decision of September 2013 provided that the Department of Social Protection would lead a consultative examination of the legal basis of the PPSN. As an input to this work an international comparative analysis has been commissioned to review the use of National Identity Numbers(NINs) across a number of countries. It is proposed to extend this analysis to also cover the use of Public Service Cards and eIDs in these countries. It is expected that the report will give valuable input to the work of this group in providing insights to scope of uses, restrictions, benefits and any lessons learnt. Muiris O'Connor highlighted how timely this work is and that it will help to inform on current international best practice in the use of NINs, Cards and eIDs in the area of health and social services.

## 6. Proposal to display DOB on PSC card

Tim Duggan briefed the group on the following with regard to the Government decision to replace the Garda Age Card with the PSC

- It will be necessary to print the DOB on the card to enable its use as an Age Card and therefore more personal data will appear on the card. As such it is important to consider all Data Protection impacts.
- While printing the DOB does increase the benefit and uses of the card to the individual it is important to provide the individual with a choice to not include the DOB on the card if they would prefer the minimal amount of information displaying.
- DSP are currently reviewing if the Social Welfare Act has to be amended to support the use of PSC in this context.
- D/Justice have an action (from the PSC\Garda Age Card working group) to advise on the amendments required to the Intoxication Liquor Act and options to progress these.

**@Decision D2-1:** The group agreed the approach as outlined and requested that OGCI0, DSP and D/Justice continue to work to progress this initiative.

## 7) MyGOVID

**@Decision D2-2:** The group agreed to establish a sub-group to work on defining the Standards and Target Operating Model required to establish MYGOVID as the Pan-Government Identity Access Management solution.

**@Action A2-3: OGCIO** to circulate the sub-group's draft Terms of Reference for review and discussion at the next meeting

## 8) Communications plan

Barry Lowry outlined that the communication plan will be largely driven by the transition initiatives implemented by each Department. He advised that DPER were happy to lead on high-level programme communications, working with DSP and other departments as required. The messaging will help promote awareness of the benefits and convenience of the PSC.

The group suggested that the messaging could first be delivered internally in each Department to promote the PSC amongst public servants and that existing communication structures like weekly bulletins\wraps etc could be used.

**@Action A2-4 DSP:** to develop a proposed communications plan

## 9) PSI dataset

The group discussed the potential opportunity to elevate approx. 150,000 existing records captured via face to face RSA process (including capturing digital photo) to SAFE2.

**@Decision D2-3:** The group agreed that this is a good opportunity to extend the benefits of PSC\SAFE2 to this cohort of individuals and that a proposal should be developed for review at the next meeting

**@Action A2-5 DSP** to develop proposal and Privacy Impact Assessment for this initiative

## 10) AOB

The next meeting of the group will be held in the Offices of OGCIO Friday 3<sup>rd</sup> Feb 11:00am

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## **Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

3A Mayor Street Upper, Spencer Dock, Dublin 1

**Date:** Friday 11:00am to 1pm Feb 3rd 2017.

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### **Agenda**

- 1) Minutes of last meeting and matters arising
- 2) Review Terms of Reference for sign off
- 3) Review sub-group on Online Identity Access Management (IAM) Terms of Reference
- 4) Presentation on Revenue/DSP project to utilise PSC Infrastructure for Revenue services
- 5) Proposal and Privacy Impact Assessment on opportunity to invite individuals who are registered to SAFE 2 standard by the National Driving Licence Service (NDLS) to register for a PSC
- 6) Other progress updates and next steps
- 7) Communications Plan
- 8) AOB

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## **Meeting Minutes: Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

**Date:** 3rd February 2017

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**Co-Chairs:** Barry Lowry (D/PER OGCI0); Tim Duggan (D/SP)

### **In Attendance:**

Owen Harrison, Fergus O’Cuanahain Secretariat (D/PER OGCI0); Richard Shine, Michelle O’Donnell, Daragh O Connor (D/SP); Sean Keevey (D/AFM); Denis Breen (D/Taoiseach); Oonagh McPhillips (D/Justice); Patricia Cronin (D/CCA0); Ruth Kennedy (Revenue); Ann Derwin (D/FA); Michael Keogh (D/ES); Des Dowling (D/Defence); Muiris O'Connor (D/Health); Ray O’Leary, Ger Maguire (D/TTAS); Declan Naughton (Road Safety Authority); Andrew O Sullivan, Paul Morrin (CSO)

### **Agenda**

- 1) Minutes of last meeting and matters arising
- 2) Review Terms of Reference for sign off
- 3) Review sub-group on Online Identity Access Management (IAM) Terms of Reference
- 4) Presentation on Revenue/DSP project to utilise PSC Infrastructure for Revenue services
- 5) Proposal and Privacy Impact Assessment on opportunity to invite individuals who are registered to SAFE 2 standard by the National Driving Licence Service (NDLS) to register for a PSC
- 6) Other progress updates and next steps
- 7) Communications Plan
- 8) AOB

### **1. Minutes of last meeting and matters arising**

The minutes of the last meeting November 29<sup>th</sup> 2016 were agreed.

### **2. Review Terms of Reference**

The group agreed the terms of reference with one amendment to include eircode under the shared objectives section: “where identity management includes a requirement to provide an address, the eircode should form an integral part of this process”. The final agreed version of the Terms of Reference are attached with these meeting minutes.

### 3. Review sub-group on Online Identity Access Management (IAM) Terms of Reference

The group agreed the Terms of Reference as circulated for the Online Identity Access Management (IAM) sub group. The sub group will provide the governance structure for the MyGovID element of the identification management system and will consist of the following members:

- DPER will provide a chairperson and also provide a secretariat service.
- DSP, implementation lead, to have permanent representation on the sub-group.
- Members as nominated by the Implementation and Policy Group on Public Service Identity to represent a cross section of other Public Services Bodies. These nominees should be from Public Service Bodies that have a strong requirement for online citizen authentication services.

**@Action A3-1; @OGCIO:** To request nominations and arrange the first meeting of the sub-group.

### 4. Presentation on Revenue/DSP project to utilise PSC Infrastructure for Revenue services

Ruth Kennedy gave a presentation on Revenue's implementation of MyGovID. MyGovID verified account holders will shortly be able to use MyGovID to access Revenue's MyAccount service. The presentation noted the following

- MyGovID is a highly scalable, 24x7, standards based service and has successfully passed Revenue's QA, security and performance testing requirements
- The system is based on the SAFE2 standard which provides the required assurance that the person is who they say they are
- Revenue highlighted the advantages to first time entrants to the job market such as school leavers or foreign nationals who can now use their PSC\MyGovID to access MyAccount thereby eliminating both the inconvenience and the administrative burden on Revenue of setting up new accounts and issuing Pins via post.
- In time Revenue would like to transition fully to MyGovID as the only authentication mechanism to access the MyAccount service
- The MyGovID implementation supports the MyAccount sign and submit requirement



## 5. Proposal and Privacy Impact Assessment on opportunity to invite individuals who are registered to SAFE 2 standard by the National Driving Licence Service (NDLS) to register

Driving license applications are subject to new registration rules since October 2013 to SAFE 2 standard. Under the new process, applications to the RSA are subject to identity authentication procedures that include verification of the applicant's PPS number and other Public Service Identity (PSI) set data.

The group reviewed and discussed the circulated proposal to now invite individuals from this cohort to consent to the DSP updating the information they hold on the person with the information and photograph provided during their driving license application process. The letter also invites the individual to complete a number of security questions to allow identity to be verified in the event that the individual has to contact a helpdesk for assistance.

Tim Duggan outlined that the proposal is similar to the initiative undertaken with approx. 250,000 passport records. The passport initiative proved to be very successful with approx. 50% take up. At this point it is not possible to predict accurately how many individuals are in the cohort proposed but it is potentially in the region of 150,000.

The group agreed to proceed with the initiative as proposed and noted the following points to be incorporated into the letter\process:

- The letter should better communicate the rationale\benefit as to why the person needs to get a PSC
- The letter should be issued in tranches (the plan is for in the region of 10k a week) to allow it to be tweaked if necessary based on outcomes and feedback.

**@Action A3-2; @DSP:** Update the proposed letter template based on the discussion and re-circulate to the group.

## 6. Other progress updates and next steps

Barry Lowry outlined the momentum that is now gathering behind the PSC and asked the group to review all opportunities under their Department and Agencies and to progress their transition plans. Barry also noted that this group is obliged to shortly provide the CSMB with an update on each Department's transition plans. DSP and OGCI are available to meet each Department in this regard.

**@Action A3-3; @All** to work with their Departments and Agencies to progress plans for all identity services to transition to PSC\SAFE 2 and MyGovID as required by the CSMB decision.

## 7. Communications Plan

Sarah O Callaghan presented the proposed public Information campaign for MyGovID. The campaign will coincide with the MyGovID launch for Revenue's myaccount service. The campaign will consist of print and digital advertising, public relations, earned media opportunities and engagement with key stakeholder groups

The communications objectives of this campaign are to:

- 1) Introduce MyGovID, build awareness and recognition
- 2) Drive traffic to the MyGovID site
- 3) Establish relevance
- 4) Allay fears re data security and sharing
- 5) Prepare the groundwork for other Government organisations to adopt MyGovID- though not an explicit campaign objective it is a secondary benefit

The group welcomed the campaign and noted the message will be greatly enhanced by the more services that can be listed as being accessible by MyGovID or listed as "coming soon".

**@Action A3-4; @All** to work with their Departments and Agencies to identify what services they can add to the "coming soon" messaging.

**@Action A3-5; @DSP** to send a notification to the DPC regarding the campaign in advance of the launch.

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## **Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

3A Mayor Street Upper, Spencer Dock, Dublin 1

**Date:** Thursday May 11th 2017 11am.

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### **Agenda**

- 1) Minutes of last meeting and matters arising
- 2) Recent updates:
  - Update on rollout
  - Update on legislative changes
  - Update on progress regarding invitations to NDLS registered individuals to complete SAFE 2 registration via post
  - Commitments for eGovernment Strategy and CSMB renewed mandate
- 3) Communications Plan
  - Update on the recent advertisement activities
  - Establishment of communications working group
- 4) IAM Working Group update - eIDAS
- 5) AOB

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## **Meeting Minutes: Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

**Date:** 11th May 2017

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**Co-Chairs:** Barry Lowry (D/PER OGCI0); Tim Duggan (D/SP)

### **In Attendance:**

Barry Lowry (D/PER OGCI0); Owen Harrison (D/PER OGCI0); Mark Warren Secretariat (D/PER OGCI0); Tim Duggan (D/SP); Richard Shine (D/SP); Michelle O'Donnell (D/SP); Declan Naughton (RSA); Paul Morrin (CSO); Niamh Corby (Revenue); Denis Breen (D/Taoiseach); Ann Derwin (D/FA); Michael Keogh (D/ES); Des Dowling (D/Defence); Ray O'Leary (D/TTAS); Brian O'Raghallaigh (D/Arts); Fiona Quinn (D/Housing); Muiris O'Connor (D/Health);

### **Apologies:**

Sean Keavney (D/Agriculture); John Barron (Revenue); Andrew O Sullivan (CSO); Oonagh McPhillips (D/Justice); Patricia Cronin (D/CCA);

### **Agenda:**

- 1) Minutes of last meeting and matters arising
- 2) Recent updates:
  - Update on rollout
  - Update on legislative changes
  - Update on progress regarding invitations to NDLS registered individuals to complete SAFE 2 registration via post
  - Commitments for eGovernment Strategy and CSMB renewed mandate
- 3) Communications Plan
  - Update on the recent advertisement activities
  - Establishment of communications working group
- 4) IAM Working Group update - eIDAS
- 5) AOB

## 1. Minutes of last meeting and matters arising

The minutes of the last meeting February 3<sup>rd</sup> 2017 were agreed.

## 2. Recent Updates:

### a. Update on Rollout

Michelle O'Donnell provided an update to the group on the rollout of the Public Services Card.

- Over 2.5 million cards have been issued to date (64% of the Adult population)
- Over 3 million cards targeted to be issued by end 2017.
- Passport Applications: The PSC will be required from Sep 2017 for all adult applications (first time and renewals) and MyGovID will be the only online authentication for online renewals. The expected volume is 50k per month.
- The PSC will be required from June 2017 for the Driver Theory Test. All applicants will have to present the PSC to undertake the test. Furthermore, the photograph from the PSI will be printed on the certificate. The expected volume is 10k per month.
- SUSI is due to go live with MyGovID April 2018.

Declan Naughton (RSA) provided an update:

- RSA on target to rollout requirement for PSC as identity document for driver theory test (DTT) starting in Mid-June 2017. Target for NDLS usage of PSC is Q1 2018. Communications campaign around DTT rollout initiated by RSA.

### b. Update on legislative changes

Tim Duggan provided an update on three legislative changes to the Social Welfare Consolidation Act. There are three main changes around the Public Services Card -

- Clarity on ownership of the card
- Changes to allow individuals to volunteer the card to non-specified bodies without an offence occurring
- A new provision to allow the date of birth be inscribed on the card on a voluntary basis which will facilitate the PSC being used as an Age Card.

### c. Update on progress regarding invitations to NDLS registered individuals to complete SAFE 2 registration via post

Richard Shine provided an update. Letters scheduled for distribution the 1<sup>st</sup> week of June.

### d. Commitments for eGovernment Strategy and CSMB renewed mandate

Barry Lowry and Tim Duggan outlined the momentum behind the PSC, the importance of the eGovernment Strategy and provided the group with an update on the CSMBs positive response to both the Public Service Card and MyGovID.

- Barry briefed the CSMB on EIDAS
- The Egovernment Strategy will also be launched at the Eolas Conference. Included in this will be an appendix on MyGovID/PSC services and timelines.

**@Action A2-1; @OGCIO:** To distribute a list of priority 1 services (with dates) to be underpinned by the Public Services Card infrastructure.

**@Action A2-1; @All:** To confirm dates associated with above.

### 3. Communications Plan

#### a. Update on the recent advertisements activities

Owen Harrison gave a presentation on the PSC/MyGovID Communications campaign. It was launched on 23<sup>rd</sup> March by both DSP and DPER Ministers. The campaign included the following advertisements:

- Print: Irish Times, Irish Independent, Irish Examiner and Sunday World Advertisements
- Digital: News websites (RTE, Channel4 advertisements)
- Social Media: (Facebook and Instagram advertisements)
- Video Advertisements
- Google Ads

All communications assets used in the campaign are available for re-use.

#### b. Establishment of communications working group

The group agreed on the establishment of a communications working group to put forward a co-ordinated consistent message with regard to use of the PSC/MyGovID to authenticate users for their services.

**@Action A3-1; @OGCIO:** To request nominations and arrange the first meeting of the communications working group.

**@Action A3-2; @All:** To nominate representatives from within their department with a business/communications background.

### 4. IAM Working Group update - eIDAS

Barry Lowry gave an overview of EIDAS to the group. Owen Harrison gave a presentation on EIDAS

- To ensure that people and businesses can use their own national electronic identification schemes (eIDs) to access public services in other EU countries
- EU Member States recognise and accept any eID issued in another Member State
- Becomes mandatory on 29/09/2018.
- MyGovID will support EIDAS
- Organisations supporting MyGovID as their authentication mechanism will in turn comply with the eIDAS regulation.

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## **Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

3A Mayor Street Upper, Spencer Dock, Dublin 1

**Date:** Thursday October 19th 2017 2PM.

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### **Agenda**

- 1) Minutes of last meeting and matters arising
- 2) Recent updates:
  - Update on rollout
  - Legislative Update (current Bill + digital contact details)
- 3) Communications Update
  - Recent media coverage (DEASP)
  - FAQ Resource (DEASP)
  - Psc.gov.ie (OGCIO)
  - Media campaign (OGCIO)
  - Content Management (OGCIO)
- 4) IAM Subgroup Update (OGCIO)
  - Knowledge Based Authentication
- 5) PSB Adoption Status Report (OGCIO)
- 6) AOB



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## Meeting Minutes: Implementation and Policy Group for Public Service Identity

**Location:** Office of the Government Chief Information Officer (OGCIO)

**Date:** 19th October 2017

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**Co-Chairs:** Barry Lowry (D/PER OGCI0); Tim Duggan (D/SP)

### In Attendance:

Barry Lowry (D/PER OGCI0); Owen Harrison (D/PER OGCI0); Mark Warren Secretariat (D/PER OGCI0); Tim Duggan (D/SP); Richard Shine (D/SP); Michelle O'Donnell (D/SP); Declan Naughton (RSA); Michael Keogh (D/ES); Des Dowling (D/Defence); Ray O'Leary (D/TTAS); Muiris O'Connor (D/Health); James Loughlin (D/Housing); Patricia Cronin (D/CCA0); Alec Dolan (D/Justice); Ger Maguire (D/TTAS); Miriam Clerkin (D/AFM);

### Apologies:

Sean Keavney (D/Agriculture); John Barron (Revenue); Andrew O Sullivan (CSO); Oonagh McPhillips (D/Justice); Denis Breen (D/Taoiseach); Ann Derwin (D/FA); Brian O'Raghallaigh (D/Arts); Fiona Quinn (D/Housing);

### Agenda:

- 1) Minutes of last meeting and matters arising
- 2) Recent updates:
  - Update on rollout
  - Legislative Update (current Bill + digital contact details)
- 3) Communications Update
  - Recent media coverage (DEASP)
  - FAQ Resource (DEASP)
  - Psc.gov.ie (OGCI0)
  - Media campaign (OGCI0)
  - Content Management (OGCI0)
- 4) IAM Subgroup Update (OGCI0)
  - Knowledge Based Authentication
  - There are new MyGovID user journeys
- 5) PSB Adoption Status Report (OGCI0)
- 6) AOB

## 1. Minutes of last meeting and matters arising

The group reviewed the minutes of the last meeting May 11th 2017. Barry Lowry provided updates on the actions points specifically around the establishment of the Communications group. The minutes were agreed.

## 2. Recent Updates:

### a. Update on Rollout

Michelle O'Donnell provided an update to the group on the rollout of the Public Services Card.

- Over 2.89 million cards have been issued to date (69% of the Adult population)
- Over 3 million cards targeted to be issued by end 2017.
- Average number of PSCs issuing in the past four months is 64,000 arising from DEASP's continued requirement of SAFE 2 registration for its customers, the requirement for SAFE 2 for the driver theory test, NDLS invites, letters to free travel customers and ongoing publicity.
- Increased number of PQ and FOI requests received due to recent publicity.
- Considering modification of the contract with BCS for the period of time it takes to get an RFT issued and new contract operational. Plans to have RFT prepared by end of October 2017.
- Invite to over 16 year old secondary school students due to issue mid-October.

The group proceeded to discuss the many benefits of public service bodies providing their services online (benefits to both the customer and the public sector body). In order to increase the uptake in online services the possibility of providing these benefits back to the citizens who conduct their services online was discussed. Possible options are 1) offering a reduced process; 2) reducing the cost of a service;

**@Action A2-1; @ALL:** To consider possible savings/benefits that could be offered to citizens by utilising MyGovID and revert by the 3<sup>rd</sup> of November

### b. Update on legislative changes

Tim Duggan provided an update on the legislative changes to the Social Welfare Consolidation Act.

## 3. Communications Update

### a. Recent Media Coverage

Tim Duggan provided an update on the recent media coverage surrounding the Public Services card and outlined the big increase in FOI's and PQ's related to this topic.

### b. FAQ Resource

Tim Duggan provided an update on the FAQ Resource. Following the Data Protection Commissioner's (DPC) 47 questions on the PSC, MyGovID and SAFE, DEASP have issued the response to the DPC directly and intend to publish the FAQ this week. DEASP noted that it had reworked the DPC's questions into 58 questions which it has answered in an easily readable style, and forms a comprehensive guide to SAFE, the PSC and MyGovID.

It was noted that DEASP provided additional information above and beyond what was requested by the DPC in an effort to answer additional questions which may be of relevance. This information will be presented on the welfare website in both document form and Q&A style.

The group agreed that these questions and answers could be reused for content on the PSC.gov.ie and are available for departments for reuse.

#### c. [PSC.gov.ie](#)

Owen Harrison updated the group on the development of an information website for the public services card (PSC) at 'PSC.gov.ie'. This website is being developed with the goal of addressing the questions surrounding the Public Service Card. It was noted that the DEASP response to the DPC's 47 questions will be reused and published on the PSC website. Wireframes for the website were presented to group members.

**@Action A3-1; @OGCIO:** To distribute wireframes for the PSC website

#### d. [Media Campaign](#)

Owen Harrison provided an update on the Communications subgroup and the work undertaken within its remit. A media campaign is to be carried out to raise awareness and highlight the benefits of the Public Services Card. MyGovID will also form part of this campaign. It was outlined that the campaign will primarily utilise radio. There are 2 main phases to the campaign

- Phase 1: (Nov 2017) awareness of the PSC – what is it/how to register/benefits
- Phase 2: (Jan 2018) key services and mygovid

OGCIO have issued 2 tenders, one for creative content with the closing date for receipt of responses on the 19th of October 2017, and one for media buying with the closing date for receipt of responses on the 26th of October.

Dates for go-live are yet to be confirmed and OGCIO are engaging with the Communications group to ensure there is no conflict between this campaign and other planned activities.

It is worth noting that the tender can be extended to cover further media campaigns in this area.

#### e. [Content Management](#)

The group agreed that each public body adopting the PSC or MyGovID may have a requirement to inform its customers about the PSC and MyGovID. OGCIO noted the important to communicate a clear and consistent message in these circumstances to assist with public understanding and to avoid confusion. There should be one authoritative source of content and public bodies should ensure they align

themselves with it. It was agreed that responsibility for this item would fall on the Communications subgroup.

Furthermore, it was suggested that considering the pan-government nature of the topics discussed at the IPGPSI and the communications attention to this area, the strategic communication unit should be invited to participate in the IPGPSI.

Tim Duggan outlined the advice DEASP recently received regarding their communications with customers and highlighted they need to focus more on the SAFE2 registration in communications rather than (as is currently) the PSC and MyGovID. DEASP is currently revising its letters to ask people to register for SAFE2.

**@Action A3-2; @OGCIO:** To invite John Concanon (Strategic Communication Unit) to participate in the IPGPSI considering his role in the strategic communications unit.

#### 4. IAM Working Group update

Owen Harrison provided an update on the work of the Identity Access Management subgroup and outlined their particular focus on MyGovID and its role in underpinning online transactions. There are currently approx. 44,000 verified MyGovID accounts. MyGovID has launched a revised registration process where they reduced the number of fields required to initially register your account. Fields such as secondary email are now no longer required to register. The IAM subgroup continues to look at improvements to MyGovID.

##### a. Knowledge Based Authentication

Owen Harrison outlined the difference between the basic and verified accounts and outlined the possible options for getting people to verified accounts.

- 1) **Mobile Verification** – where people already have a verified mobile phone number the process is straight forward, a pin is sent to the phone to verify them. *Note: since mid-last year, the SAFE2 process has been modified to collect a mobile phone number at the registration centre.*
- 2) **Pin to Post** – where no mobile phone number is verified, a pin is sent out to them in the post. This takes a number of days to arrive and can be a deterrent to verifying
- 3) **Verify your Mobile at Intreo** – people can call into an Intreo centre and have their mobile phone number collected there and then, enabling them to then avail of option 1.

It was outlined that the Social Welfare Consolidation Act provides a legislative basis to collect any data that may assist in uniquely identifying or authenticating a person. An approach to Knowledge based authentication was outlined whereby in order to prove their identity to a certain standard (and as an alternative to option 2 and 3 above) the person could provide some information/knowledge that would assist in identifying them to MyGovID. Examples were provided: Driver number, the date of a recent Revenue letter, the amount of tax you paid in the previous year etc. By using data that the person may have to hand or information that may be available within the household, it will enable the person to complete the verification process in a single attempt (unlike option 2 and 3).

The group discussed the importance of ensuring that any means taken to verify the person do not compromise the SAFE2 standard, and a range of possible KBA's will be required as an alternative to the options above.

It was outlined that this data should not be collected by MyGovID but verification services should be built by the data provider to allow MyGovID to assert if the information is true/false – this is in line with GDPR and data minimisation.

**@Action A4-1; @OGCIO:** To distribute details of the legislative basis for sharing of the KBA's

**@Action A4-2; @ALL:** To consider and provide possible options for the KBA's by 3<sup>rd</sup> November.

## 5. PSB Adoption Status Report

Barry Lowry outlined the need to inform both the CSMB and the Minister on a more regular basis with progress on the adoption of both the PSC and MyGovID. A brief template will be developed and issued to group members as a means of providing these updates.

**@Action A5-1; @OGCIO:** To develop a template for the adoption status report and issue to the group in advance of the next meeting.

## 6. AOB

Barry Lowry asked to group to consider innovative ideas involving the PSC and MyGovID, particularly surrounding the use of new technologies. One such mentioned innovation was the possibility to use mobile phones to replace the card.

Barry provided a brief update on EIDAS – outlining that EIDAS is a regulation, and it is coming into effect in 2018. In order to meet our obligations with regards this regulation Ireland must implement electronic signatures in Ireland before looking at EIDAS.

Declan Naughton outlined that the group needs to consider how the SAFE2 dataset will be managed and updated for future use of the data. For example, when a person wants to avail of a service like a driver licence and they need some fundamental change in details (name, gender, photo). From RSA perspective it's essential that there is an ongoing capability to update details.

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## **Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

3A Mayor Street Upper, Spencer Dock, Dublin 1

**Date:** Tuesday December 19th 2017 10:30AM.

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### **Agenda**

- 1) Minutes of last meeting and matters arising
- 2) Future Technical Direction of PSC
  - PSC RFT
  - Presentation on digital signatures, phone and card based platforms.
- 3) Update on the rollout:
  - PSC Status Update
  - PSB Adoption Report
  - Knowledge Based Authentication
- 4) Communications Update
  - Psc.gov.ie (OGCIO)
  - Media campaign (OGCIO)
- 5) Management of the PSI Dataset
- 6) AOB

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## Meeting Minutes: Implementation and Policy Group for Public Service Identity

**Location:** Office of the Government Chief Information Officer (OGCIO)

**Date:** 19th December 2017

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**Co-Chairs:** Barry Lowry (D/PER OGCI0); Tim Duggan (D/SP)

### In Attendance:

Barry Lowry (D/PER OGCI0); Owen Harrison (D/PER OGCI0); Mark Warren Secretariat (D/PER OGCI0); Tim Duggan (D/SP); Richard Shine (D/SP); Michelle O'Donnell (D/SP); Declan Naughton (RSA); Ray O'Leary (D/TTAS); Muirir O'Connor (D/Health); James Loughlin (D/Housing); Patricia Cronin (D/CCA); Alec Dolan (D/Justice); Ger Maguire (D/TTAS); Eamon Minogue (D/AFM); Niall McEvoy (Consult Hyperion); Cleo O'Beirne (Revenue);

### Apologies:

Sean Keavney (D/Agriculture); John Barron (Revenue); Andrew O Sullivan (CSO); Oonagh McPhillips (D/Justice); Denis Breen (D/Taoiseach); Ann Derwin (D/FA); Michael Keogh (D/Education); Fiona Quinn (D/Housing);

### Agenda:

- 1) Minutes of last meeting and matters arising
- 2) Future technical direction of the PSC
  - PSC RFT (DEASP)
  - Presentation on digital signatures, phone and card based platforms (DEASP)
- 3) Update on the rollout
  - PSC Status Update (DEASP)
  - PSB Adoption Report (DEASP)
  - Knowledge Based Authentication (OGCIO)
- 4) Communications Update
  - Media campaign (OGCIO)
  - PSC.gov.ie (OGCIO)
- 5) Management of the PSI dataset (RSA)
- 6) AOB

### 1. Minutes of last meeting and matters arising

The group reviewed the minutes of the last meeting on October 19th 2017. Barry Lowry provided updates on the actions points and the minutes were agreed.

### 2. Future technical direction of the PSC:

#### a. PSC RFT

Tim Duggan outlined that the current contract to provide Public Services Card (with BCS) expires in December. This has been extended by 12 months in line with EU regulations and advice from the CSSO. DEASP are also looking to go to market with a new RFT for a new card, this contract needs to be in place by the end of 2018. The RFT is due to be issued by the end of January.

**@Action A2-1; @ALL:** To consider requirements for a new card and ensure they align with their departments requirements and revert by the 19<sup>th</sup> of January.

#### b. Presentation on digital signatures, phone and card based platforms

DEASP introduced Neil McEvoy from Consult Hyperion who has been advising them for a number of years in the area of smart cards and card based platforms. Neil provided a presentation to the group on the background to the card and discussed requirements for a new card. Group members were asked to consider their individual department's requirements in terms of the new card and provide any observations to DEASP. The presentation is attached.

It was highlighted that the new contract will be for a single contactless chip, with the addition of pin encryption for security, and no data will be freely readable from the chip. The requirements also allow for the potential to explore a phone based token and electronic signatures in the future. There will be no commitment in terms of drawdown or value (unlike the current contract).

**@Action A2-2; @DEASP:** To establish a workshop to discuss over the phone verification of individuals

### 3. Update on the rollout

#### a. PSC Status Update

Tim Duggan provided an update to the group on the rollout of the Public Services Card and MyGovID.

- Over 3 million cards have been issued to date – the commitment to issue 3 million PSCs by the end of December 2017 has been met.
- There are currently 372,337 number of MyGovID basic accounts and 64,516 number of MyGovID verified accounts.

#### b. PSB Adoption Report

The PSB Adoption report is to provide updates and progress on the adoption of both the PSC and MyGovID within departments. Owen Harrison updated the group on progress with the PSB Adoption



Report, outlining that the majority of departments have provided updates for the adoption report, and requesting that any outstanding updates be prioritised. The Summary PSB Adoption Report is attached.

**@Action A3-1; @ALL:** Any outstanding Adoption reports should be compiled and submitted to OGCI0.

#### 4. Communications update

##### a. Media Campaign

OGCIO provided an update to the group on the PSC and MyGovID media campaign. The primary goal of the campaign is to promote the awareness and benefits of the PSC and its online equivalent MyGovID. The campaign will begin after Christmas 2017 and run until the start of February, it will encompass the following:

**Pay-per-click communications** – search advertisements, linked to when people search for specific terms like “public services”, “paternity benefit”, “driving licenses”. The aim of this is to connect with people when they are searching for PSC related information. This will run for the entire duration of the campaign (end Dec – start Feb).

**Programmatic communications** – advertisements and short digital videos on many of the popular websites such as irishtimes.ie, rte.ie etc. A sample of how this will look is attached. This will run for the entire duration of the campaign (end Dec – start Feb).

**Press communications** – focussing on weekend papers (Sunday Times & Sunday Independent) over the first 2 weekends of January. This will focus is on weekend papers when readership is higher. 25\*4 (large) formats will be used to give us space to communicate the PSC message with impact in paper.

**Radio** - this is the main communications mechanism that will be utilised in this campaign, it will be a nationwide campaign that covers both national and local stations. There will be a number of radio advertisements that will focus on general awareness and the current and future benefits of the PSC and MyGovID.

**Outdoor Advertising** – essentially billboards, bus stops etc. We intend to use a small amount of outdoor advertising in key locations such as beside Passport offices, Intreo offices and NDLS centres. This will be limited to approx. 20 key locations.

Some sample advertising material is attached.

##### b. [PSC.gov.ie](https://psc.gov.ie)

OGCIO updated the group on the development of an information website for the public services card (PSC) at ‘[PSC.gov.ie](https://psc.gov.ie)’. This website has been developed with the goal of informing the public and addressing questions and concerns raised around the PSC. The site is now live and available at <https://psc.gov.ie>

## 5. Management of the PSI dataset

Declan Naughton outlined how the RSA would reuse data on the Public Service Card for the driving licence process and highlighted the future challenges with such an operation, in particular how to handle updates surrounding photographs where there is a requirement to have a current photo (taken within the last 6 months) on the driving licence. The group proceeded to discuss options and discussion focussed on whether this could be centrally built. It was agreed that a workshop would be needed between the RSA and DEASP to investigate further.

**@Action A5-1; @DEASP and RSA:** To establish a workshop to determine how data will on the DEASP side will be used for the driving licence process, including handling updating data.

## 6. AOB

Richard Shine is retiring and the group thanked him for his work and wished him well in the future.

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## **Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

3A Mayor Street Upper, Spencer Dock, Dublin 1

**Date:** Monday April 23rd 2018 14:00PM.

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### **Agenda**

- 1) Minutes of last meeting and matters arising
- 2) General PSC/MyGovID update (DEASP)
  - Rollout numbers
  - Support arrangements (phone in support)
  - Card Tender Update
  - Tim/Richard replacements (DEASP)
- 3) Communication Update (OGCIO)
- 4) PSC + MyGovID Adoption Report (OGCIO)
- 5) RSA Rollout Update (RSA)
- 6) Legislative Changes for the Garda Age Card (Justice)
- 7) AOB

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## Meeting Minutes: Implementation and Policy Group for Public Service Identity

**Location:** Office of the Government Chief Information Officer (OGCIO)

**Date:** 23<sup>rd</sup> April 2018

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Chair: Tim Duggan (D/EASP)

### In Attendance:

Mark Warren Secretariat (DPER OGCI0); Tim Duggan (DEASP); Philip Cox (DEASP); Michelle O'Donnell (DEASP); Declan Naughton (RSA); Ger Maguire (DTTAS); Muiris O'Connor (Health); Petra Woods (Housing); Ben King (DCCAE); Doncha O'Sullivan (Justice); Ger Maguire (DTTAS); Sean Keevey (DAFM); Fiona Penollar (DFAT); Siobhan Watters (DFAT); John Barron (Revenue); Laura McGarrigle (DCYA); Deirdre McDonnell (DES); Owen Harrison (DPER OGCI0)

### Apologies:

Barry Lowry (DPER OGCI0); Kathleen Stack (DEASP); Andrew O Sullivan (CSO); Denis Breen (Taoiseach); Ann Derwin (DFAT); Michael Keogh (Education); Fiona Quinn (Housing); Patricia Cronin (DCCAE); Des Dowling (Defence);

### Agenda:

1. Minutes of last meeting and matters arising
2. General PSC/MyGovID update (DEASP)
  - a. Rollout numbers
  - b. Support arrangements (phone in support)
  - c. Card Tender Update
  - d. Tim/Richard replacements (DEASP)
3. Communication Update (OGCIO)
4. PSC + MyGovID Adoption Report (OGCIO)
5. RSA Rollout Update (RSA)
6. Legislative Changes for the Garda Age Card (Justice)
7. AOB

## 1. Minutes of last meeting and matters arising

The group reviewed the minutes of the last meeting on December 19th 2017. Tim Duggan provided updates on the actions points and the minutes were agreed. It was noted that the following actions are still outstanding.

**@Action: DEASP:** To establish a workshop to discuss over the phone verification of individuals

**@Action: DEASP and RSA:** To establish a workshop to determine how data will on the DEASP side will be used for the driving licence process, including handling updating data.

## 2. General PSC/MyGovID update:

### a. Rollout Numbers

Michelle O'Donnell provided an update to the group on the rollout of the PSC and MyGovID.

- Over 3.22 million cards have been issued to date – this relates to over 2.7 million people. In addition, the commitment to issue 3 million PSCs by the end of December 2017 has been met.
- There are currently 462,783 number of MyGovID basic accounts and 110,914 number of MyGovID verified accounts.

### b. Support arrangements (phone in support)

Tim Duggan provide an update on the support arrangements for MyGovID. It was highlighted that the MyGovID website has been designed to be self-service, there is a detailed FAQ page, and a secure enquiry form for customers who require assistance.

In addition to this, the NDLS have requested that phone support be provided for MyGovID. This has been agreed, and the number is available on the DEASP website, PSC.gov.ie website, and from early May 2018 on the MyGovID website. In addition, the use of a “chatbot” is currently being explored. This would, if implemented, provide 24/7 assistance to persons who wished to use it.

### c. Card Tender Update

Following the last IPGPSI meeting in December, where DEASP outlined in detail their plans with regards to new cards for the PSC, no changes were received from the group in relation to the proposed RFT plan. The RFT was issued as proposed in February with a closing date of the 29th of March. The evaluation committee met in early April 2018 to consider response(s) received and they expect to make a decision in the coming weeks. It is estimated that the contract will be in place from June 2018. However, the new cards will not be available until November.

DEASP has fulfilled its depts. demand with regards to PSCs. However, in order to satisfy the demand of other departments looking to utilise the PSC infrastructure – more cards are required. The ‘infeion’ chip that is utilised on the cards is no longer being manufactured, and despite efforts by DEASP to purchase additional chips, they anticipate their current quota to expire at the end of July.

With the contract for the new card, due to be in place in November, and current chips expected to run out at the end of July, a temporary card will be issued until the new card is available. The only feature that will not be installed on these temporary cards is the contact chip – however, as there is department

currently using the contact chip, it will not affect the provision of services. Once the new contract is in place, new cards will be issued to customers who received the temporary cards.

It was noted that the new contract for cards is for 5 years, and the cards will last for 10 years (as opposed to originally 7 years). Also, the new card has additional capacity to cater for more services/information if required by departments.

#### d. Tim/Richard replacements

Tim Duggan introduced Philip Cox, who has replaced Richard Shine in Client Identity Services, DEASP. In addition, Tim Duggan has been replaced by Kathleen Stack, A. Sec, DEASP.

### 3. Communication Update (OGCIO)

On the 11th May 2017, the IPGPSI group agreed on the establishment of a communications working group to put forward a co-ordinated consistent message with regard to use of the PSC/MyGovID to authenticate users for their services. Mark Warren provided an update on the work of the communications group. A media campaign was undertaken and a website was developed - to raise awareness and highlight the benefits of the Public Services Card and MyGovID. The media campaign went live in late December 2017, and completed in early February 2018. It utilised pay-per-click, programmatic, press, outdoor and radio as the communication mechanisms. In addition, the website went live in December 2017. A presentation was provided to the group and is available upon request – as it is quite large in size.

DCYA asked whether any future communications campaigns are planned. Owen Harrison outlined that the PSC Media Campaign was to both inform the public and generate awareness of the PSC, in addition it would serve to underpin individual campaigns that PSBs would undertake regarding specific services. All the campaign material is available for reuse by other public sector bodies.

### 4. PSB Adoption Report

The PSB Adoption report is to provide updates and progress on the adoption of both the PSC and MyGovID within departments. The Adoption reports are to be completed quarterly by PSBs to provide a way of updating both the Minister and CSMB as to progress in this area. Owen Harrison updated the group on progress with the latest round of PSB Adoption Reports, outlining that the majority of departments have provided updates for the adoption report, and requesting that any outstanding updates be prioritised. It was noted that SUSI has now gone live with MyGovID, and that DCYA have outlined their plans to integrate with MyGovID for the Affordable Childcare Scheme system – to be launched in 2019. The Summary PSB Adoption Report is attached.

**@Action A4-1; @ALL:** Any outstanding Adoption reports should be compiled and submitted to OGCI0.

**@Action A4-2; @OGCIO:** OGCI0 to issue the Adoption Report to the Group for information

### 5. RSA Rollout Update

Declan Naughton provided an update on the rollout of the PSC and MyGovID in the RSA. As part of Government Strategy the RSA introduced mandatory PSC in Driver Theory Testing in June 2017. This has

worked very well and is generally accepted by customers. No legislation was introduced for this requirement and the advice from DTTAS was that this was not necessary.

Following on from the above, the RSA commenced a new project to introduce on a mandatory basis the use of the PSC in the NDLS with a target date of April 2018 to cover all driving licence applications, and also to use MyGovID for online applications. This process would cover up to 600,000 customers annually. The use of the PSC to underpin all driving licence applications was noting as having the potential to significantly reduce the administrative burden for the customer and savings for the State.

During the course of the project there was engagement by the RSA with DTTAS around the legal underpinning to introduce the PSC as above. The view reflected was that primary legislation would not be required but that secondary legislation would be needed, however, the legal basis is still remains unclear at this time, and as such the RSA cannot proceed to make the PSC a mandatory requirement to underpin driving licence applications.

It was highlighted that the RSA had planned to significantly streamline the driving licence process and to close front offices as a result of underpinning applications by the PSC and MyGovID. In the absence of mandatory PSC, the RSA is not in a position to implement these reforms.

Furthermore, in line with the above, the RSA are currently reversing the mandatory nature of the PSC for the Driver Theory Testing in their systems, in conjunction with working on changes to the driving licence application system to allow other forms of identification to be used. The driving licence application has gone live with the PSC being optional. For online applications, going live in June, MyGovID will be the only way to access the service.

It was agreed that OGCI0 would follow up on this matter with DTTAS.

**@Action A5-1; @ALL:** PSBs utilising the PSC infrastructure should review the legal basis they have with regards to establishing identity of applicants/claimants.

**@Action A5-2; @OGCIO:** OGCI0 to write to DTTAS to request clarity on the legal basis required to allow the PSC to be mandated as the only acceptable form of identification.

## 6. Legislative Changes for the Garda Age Card (Justice)

Doncha O'Sullivan provided an update to the group regarding the legislative changes for the PSC to be used as a Garda Age Card. It was made clear that legislation is still on the agenda, however, due to changes to the existing Bill – this Bill will now take longer than envisaged to be enacted. Not expected to be 2018. Doncha asked that if there is faster moving legislation available, that this legislation could be included in an effort to expedite the process.

## 7. AOB

The group discussed options with regards to increasing the adoption of MyGovID verified accounts, and improvements that could be made with the current pin2post mechanism used to verify individuals. It was highlighted that this matter requires careful planning to ensure we maintain at a minimum the current privacy and security both at a national and EU level.

**@Action A7-1; @OGCIO and @DEASP:** OGCI0 and DEASP to review options to replace the current pin2post verification of individuals.

DRAFT



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## **Implementation and Policy Group for Public Service Identity**

**Location:** Office of the Government Chief Information Officer (OGCIO)

3A Mayor Street Upper, Spencer Dock, Dublin 1

**Date:** Wednesday October 3rd 2018 11:00AM.

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### **Agenda**

- 1) Minutes of last meeting and matters arising
- 2) General PSC/MyGovID update (DEASP)
  - Rollout numbers
  - Card Tender Update
  - Temporary change: contact chip
- 3) EIDAS + Pin2post verification (OGCIO)
- 4) MyGovID Improvements (RSA)
  - Basic to verified journey
  - Support arrangements
- 5) PSC + MyGovID Adoption Report (OGCIO)
- 6) Data Protection Report into the PSC (DEASP/OGCIO)
- 7) AOB

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## Meeting Minutes: Implementation and Policy Group for Public Service Identity

**Location:** Office of the Government Chief Information Officer (OGCIO)

**Date:** 03<sup>rd</sup> October 2018

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**Chair:** Kathleen Stack (DEASP), Barry Lowry (OGCIO DPER)

### In Attendance:

Declan Hickey (DPER OGCI), Connor Fitzmaurice (DPER OGCI Secretariat); Michelle O'Donnell (DEASP); Des Dowling (DDefence); Declan Naughton (RSA); Muiris O'Connor (Health); Ray O'Leary (DTTAS); Ben King (DCCAE); Laura McGarrigle (DCYA); Petra Woods, Fiona Quinn (DHousing); Eamonn Minogue (DAFM); John Barron (Revenue); Alan McGreevey (DFAT)

### Apologies:

Mark Warren, Owen Harrison (OGCIO DPER); Sean Keevey (DAFM); Fiona Penollar, Ann Derwin, Siobhan Watters (DFAT); Deirdre McDonnell (DES); Doncha O'Sullivan (DJustice); Ger Maguire (DTTAS); Philip Cox (DEASP); Andrew O Sullivan (CSO); Denis Breen (Taoiseach); Michael Keogh (DEducation); Patricia Cronin (DCCAE);

### Agenda:

1. Minutes of last meeting and matters arising
2. General PSC/MyGovID update (DEASP)
  - a. Rollout numbers
  - b. Card Tender Update
  - c. Temporary change: contact chip
3. EIDAS + Pin2post verification (OGCIO)
4. MyGovID Improvements (RSA)
  - a. Basic to verified journey
  - b. Support arrangements
5. PSC + MyGovID Adoption Report (OGCIO)
6. Data Protection Report into the PSC (DEASP/OGCIO)
7. AOB

## 1. Minutes of last meeting and matters arising

The group reviewed the minutes of the last meeting on 4<sup>th</sup> April 2018. The minutes were agreed as a correct record following this.

## 2. General PSC/MyGovID update (DEASP)

### a. Rollout Numbers

Michelle O'Donnell (DEASP) provided an update to the group on the rollout of the PSC and MyGovID. Please see attached documentation for further information.

- Over 3.52 million cards have been issued to date – this relates to over 2.8 million people.
- There are currently approximately 600,000 MyGovID basic accounts and 184,000 MyGovID verified accounts.

### b. Card Tender Update

DEASP updated the group on the tender for the production of a new version of the PSC.

- New contract signed in May 2018. The contract is for 3 years with the possibility of two one year extensions.
- The contract does not guarantee any production volume.
- PSC V2 was due to be operational in December 2018 but this has been deferred until the end of January 2019.

### c. Temporary change: contact chip

DEASP updated the group on the tender for the production of a new version of the PSC.

- PSC V2 will include the PSI data on the contactless chip. To date no service is using this data. In advance of signing the contract DEASP management board stated that it will future proof the PSC for a further 3 years. If no service is identified to utilise the PSI data on the chip, DEASP will go to tender for a simplified version of the card.
- DEASP noted to the group, that members should identify possible use-cases for the contactless chip within the timeframe of the new tender, otherwise a tender process will commence to simplify the PSC.

Laura McGarrigle (DCYA) noted that DCYA are interested in further statistics relating to the individuals with a PSC, and a MyGovID verified account. This would allow DCYA to get a better understanding of how supporting the PSC and MyGovID will impact their service users.

**@Action2-1 DEASP:** DEASP to provide a detailed breakdown of the PSC and MyGovID user base. This will include demographics of the user base, the number of verified accounts with verified phones and without, and the number of people who have a PSC and a verified phone but no MyGovID account.

## 3. EIDAS + Pin2post verification (OGCIO)

Barry Lowry (OGCIO) introduced the topic of eIDAS to the group, highlighting the importance the EU Commission associated with it, before handing over to Declan Hickey (OGCIO). Declan presented to the group on eIDAS providing an overview of its various aspects, including eIDs and the 'mutual recognition' clause. Please see attached presentation for further detail.

Declan updated the group on the progress of other member states in notifying their eID schemes to the Commission. Currently, Germany's eID scheme is the only one that member states need to recognise. However, several member states are currently going through the notification process and are expected to notify by the end of year.

Declan briefed the group on the eIDAS Levels of Assurances (LoAs) and explained how MyGovID currently measures against these LoAs. Actions necessary to support MyGovID being assessed at the highest level of assurance possible were identified, including the removal of pin-to-post as a route for verifying a MyGovID account.

The removal of pin-to-post as an option for verifying your MyGovID identity was discussed and DCYA outlined their concerns. DCYA noted that a quarter of MyGovID verified accounts utilised pin-to-post as the method of verification, and a large amount of their users are working parents, who would favour pin-to-post due to difficulties taking time off work. Furthermore, DCYA is also concerned about possible reputational damage if a service they promoted as easy and efficient to use, requires citizens to come to a public office a second time in order to verify their phone.

**@Action3-1 DEASP:** DEASP will identify out how many MyGovID accounts were verified by pin-to-post in 2018. Will also provide 2017 numbers for comparison.

Declan briefed the group on the possibility of integrating MyGovID with a private signing service in order to provide a qualified signing service. DEASP noted that such a service would require the PSC to be read with a card reader and would necessitate the card to still have a chip. It was noted, this would require a rollout of card readers and the experience is not particularly user friendly.

John Barron (Revenue) raised concerns around integrating with a private signing service, noting the prohibitions against storing digital keys in the cloud under the eCommerce Act. It has been agreed that legislation needs to be updated in a unified manner with the identification of the wide range of acts where changes would be necessary. It was also noted that the Law Society of Ireland is also undertaking some work around digital signatures in Ireland.

John Barron noted to the group that Revenue has a certificate and signing infrastructure, which has seen public use. He suggested that this existing infrastructure could be reused across the public sector rather than building new infrastructure.

**@Action3-2 DEASP, OGCIO, Revenue:** OGCIO, DEASP, Revenue and other interested parties are to discuss and agree a workshop to look at the options for digital public certificate infrastructure.

#### 4. PSC + MyGovID Adoption Report (OGCIO)

Barry asked the group to please send in their adoptions reports so that they can be included in the most recent adoption report summary. See the attached the summary adoption report.

## 5. MyGovID Improvements (RSA)

### a. Basic to verified journey

Declan Naughton (RSA) informed the group that the PSC was no longer a mandatory requirement for the Driver Theory Test. The NDLS online service for licences has been up and running since July 2018 with over 7,000 people successfully applying for a licence. However, there are concerns about the numbers of users failing to access the online service (possibly due to the verification steps for MyGovID). There have been 14,000 unsuccessful applications to date. However, it is unclear what number of these applicants have returned later upon verifying their account.

### b. Support arrangements

**@ Action5-1 OGCI0 RSA DEASP:** OGCI0 to arrange a meeting between Transport, OGCI0, DEASP to explore options to improve the user journeys for users accessing NDLS online via MyGovID.

## 6. Data Protection Report into the PSC (DEASP/OGCI0)

DEASP informed the group that they had received the Data Protection Commissioners' report (DPC) on the PSC. In the report, the DPC had made a number of provisional findings in relation to the PSC. DEASP are currently composing a response in consultation with the Attorney General's Office and OGCI0. Following discussion with the DPC, the deadline for the response has been extended to the 31<sup>st</sup> of October.

## 7. AOB

Revenue noted in order to increase the number of verified MyGovID accounts, and at the same time streamline the registration process, the use of KBAs should be reconsidered. By using KBAs as a mechanism to allow individuals to fully complete their MyGovID registration online, it will remove the need for them to come back in to an Intreo centre, and in turn encourage adoption and drive up numbers.

**@Action7-1 DEASP, Revenue, OGCI0:** OGCI0 to arrange a meeting between DEASP, Revenue and OGCI0 explore methods for uplifting a MyGovID account.

It was also noted that the Minister of State with special responsibility for eGovernment, Patrick O'Donovan, has commissioned two surveys to explore citizen's experiences of eGovernment services. One of these surveys will be conducted by a Trinity study group, who will examine and report back on these services through the perspective of different life events a citizen may encounter.